

CITY OF ROCKVILLE ASSISTANT CITY FORESTER

CHARACTERISTICS OF CLASS:

The Assistant City Forester performs intermediate professional and administrative work ensuring preservation protection, and replacement of the City's urban forest. This work requires a proactive approach to ensure compliance with regulations relating to the Rockville Forest and Tree Preservation Ordinance and Maryland Department of Natural Resources Forest Conservation Act and State Roadside Tree Law. The physical demands are moderate and the work requires working outside in various weather conditions. At the direction of the City Forester, the incumbent performs field inspections for various City contracts, evaluates and enforces contract agreements, and assists the Parks management team with the overall objectives of the CIP program, with meaningful impact. The work is performed under the general managerial review of the City Forester although considerable opportunity for discretion and independence of action is allowed.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers during routine or emergency situations.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

Assists the City Forester with the preservation and protection of all forest canopy in the City.

Inspects residential and commercial construction to verify compliance with approved plans and applicable specifications relative to forest and trees.

Confers with and advises contractors, owners, architects, and the general public regarding ordinance requirements and solutions to problems and reviews and evaluates construction plans for compliance with City and State forestry preservation requirements.

Attend Development Review meetings and other meeting as required.

Makes field reviews independently and with inspectors and the City forester.

Investigates and resolves citizen concerns regarding tree identification, pruning, care or

removal of trees in the public domain.

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ASSISTANT CITY FORESTER

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Performs inspections relating to tree care by independent contractors such as pruning, tree removal, stump removal, and pesticide applications.

Assists the City Forester in maintenance management, public education programs, compilation of data, and reports.

Enforces and monitors Environmental Guidelines as they relate to the Forest Tree Preservation Ordinance.

Issues permits, accepts and release bonds and recording inspections.

Acts as plans examiner for the City Forester, including coordination of plan review with other agencies, and permit approval.

Assists the parks management team with research and development projects.

Reviews forest stand delineation and forest conservation plans.

Documents all data relevant to issuance of approved plans.

Presents guidelines for implementation during pre-construction meetings.

Responsible for pre-construction and post-construction meetings, periodic inspections, and subsequent one- and two-year warranty inspections.

Performs other duties as required.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience substantially equivalent to graduation from an accredited college or university with a Bachelor's degree in forestry, natural resources sciences, natural resources management, landscape or environmental planning, horticulture or related field and four years experience in forestry, natural resources sciences, natural resources management, landscape or environmental planning, horticulture or related field. Must be a Maryland Department of Natural Resources "Qualified Professional" for forest stand delineation and forest conservation plans and must possess or be able to obtain within six months certification from the International Society of Arboriculture as a Certified Arborist. Must possess an appropriate driver's license valid in the State of Maryland. Maryland Roadside Tree Care Expert preferred.

Preferred Knowledge, Skills and Abilities:

Knowledge of the State of Maryland and City of Rockville forest and tree preservation ordinances.

Knowledge of the ANSI pruning standards and International Society of Arboriculture specifications or recommendations.

Knowledge of the recommended standards and practices of the American Association of Nurserymen and the Maryland Nurserymen Association.

Knowledge of the current methods, materials, and techniques employed in landscape design, installation, maintenance, and integrated pest management as recommended by the

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ASSISTANT CITY FORESTER
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Maryland Cooperative Extension Service, landscape Contractors Association and the Professional Grounds Management Society.

Knowledge of facility design and construction principles.

Ability to read and interpret blueprints quickly and accurately, and track progress.

Ability to deal firmly but fairly and tactfully and to remain calm and courteous while dealing with builders, contractors, property owners, and the general public.

Ability to establish and maintain effective working relations with persons contacted in the course of the job.

Ability to convey accurate explanations of ordinances and regulations and the reasons therefore.

Ability to be effective and concise in oral and written communications.

Revised 9/04

CITY OF ROCKVILLE
COMMUNITY PLANNING AND DEVELOPMENT SERVICES ADMINISTRATOR

CHARACTERISTICS OF CLASS:

The Community Planning and Development Administrator Services performs intermediate professional and administrative work in support of the Department of Community Planning and Development Services activities. The work includes outside and inside contacts with individuals at all levels, requiring cooperation, explanation and persuasion relative to the various programs and operations. There are limited physical demands and the working conditions and environment are good but can be somewhat stressful in meeting deadlines, handling multiple projects and dealing with customer disputes. The incumbent works under the general direction of the Director of Community Planning and Development Services. The work has meaningful impact in assisting in the achievement of organizational goals.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers during routine or emergency situations.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

- Provides administrative support to the Community Planning and Development Program Manager for the Community Development Block Grant (CDBG), Moderately Priced Dwelling Units (MPDU), Housing Rehabilitation Loan and other related programs.
- The position develops and manages the department's budget including: drafting contracts and agreements; preparing requisitions and purchase orders; and other activities related to the budget and contract management.
- Provides technical support to Department Directors, the City Manager, Mayor and Council and Greater Rockville Partnership on Housing and Community Development issues.
- Prepares applications to Federal Government, State of Maryland, Montgomery County and other entities for grants and/or monies in support of City programs.
- Coordinates information and resources with other divisions, departments or jurisdictions.

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COMMUNITY PLANNING AND DEVELOPMENT SERVICES ADMINISTRATOR
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Writes, edits, and disseminates written materials to provide information to the community on housing, federal grants, landlord/tenant and other related issues.

Answers mail, telephone, E-mail and in-person inquiries from officials, employees, citizens, applicants and others within and outside the City government.

Provides information on and explains the rights and responsibilities of landlords and tenants. Processes, investigates and resolves disputes and assists the staff liaison to the Landlord/Tenant Commission with the adjudication of otherwise irreconcilable disputes.

Handles special projects as assigned.

Performs other duties as required.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience substantially equivalent to a bachelor's degree in public administration, business administration, or a related field and five years

progressively responsible experience in budget, contract management, federal programs administration or related work, preferably in local government. Must possess an appropriate driver's license valid in the State of Maryland.

Preferred Knowledge, Skills and Abilities:

Knowledge of and/or certification in federal grants programs administration (CDBG, HOME, Section 108 loans, etc.)

Knowledge of local government organization and administration

Knowledge of methods, principles, and techniques associated with public agency budget and project management.

Knowledge of public housing issues and programs such as Moderately Priced Dwelling Unit, Landlord-Tenant, Housing Rehabilitation Loan and other common housing programs.

Skill in accounting and contract management.

Skill in oral and written communication.

Skill in the use of personal computers, spreadsheet applications and project management software.

Ability to compile and report information in a clear and concise manner.

Ability to establish and maintain effective working relationships with representatives of various government agencies, businesses, employees and the general public.

Ability to express ideas clearly and concisely, orally and in writing to groups and to individuals.

CITY OF ROCKVILLE
COMMUNITY PROGRAM AND OUTREACH SPECIALIST II

CHARACTERISTICS OF CLASS:

The Community Program and Outreach Specialist II performs difficult professional work in providing social services and individual, family, and group counseling, guidance, and referral services. This work is proactive and involves extensive outreach into the community; and advising members of the community as to the availability of local resources to prevent or alleviate social problems. The work can also be influential when raising funds to support various programs. While the physical requirements of the position are limited to light in nature, it does require considerable mental effort to resolve relative issues. The work is subject to general functional policies and goals under general managerial direction and has meaningful impact on program development and service delivery. Employee's assignments are carried out under general managerial direction provided by the Youth, Family and Community Services Supervisor.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers during routine or emergency situations.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

- Identifies, develops, and implements new programs that enhance the City's ability to adequately address community social problems or potential problems.
- Monitors grant opportunities and completes grant applications and identifies other financial resources including fund raising sources.
- Provides extensive individual and community outreach and involvement in community groups and community concerns such as community education; financial assistance; parenting; information about youth services, activities and programs; and intervention in crises involving youths.
- Visits individuals and families and addresses neighborhood groups to promote supportive services available to those needing assistance.
- Interviews clients with problems, such as personal and family adjustments, finances, employment, food, clothing, housing, and physical and mental impairments, to determine nature and degree of problem.

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COMMUNITY PROGRAM AND OUTREACH SPECIALIST II
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Responds to individual adolescent, family, and community crises; provides individual, family, and group counseling relative to personal and social problems of adolescents and their families and makes referrals to schools and other parties involved.

Counsels clients individually, in family, or in other small groups regarding plans for meeting needs.

Evaluates clients with problems to determine specific needs relative to income, age, or other economic or personal situations.

Provides counseling, case management, crisis intervention information and referral, employment counseling, and other program services to individuals referred by schools, families, courts, the community, other agencies, and to self-referrals.

Maintains good working relationships with other City staff as well as other public and private agencies and groups.

Performs crisis intervention by responding to emergencies.

Assists with coordinating events such as the Holiday Drive, homeless assistance, eviction assistance, and emergency assistance programs.

Performs as an advocate and mediator, assisting youths and families in the resolution of their problems.

Organizes community oriented and recreation activities appealing to youth groups; responds to emergency social situations at local senior and junior high schools.

Investigates social conditions in response to complaints and reports findings.

Refers individuals to various public or private agencies for assistance.

Leads group discussions and provides education programs in such areas as addiction prevention, parenting of teens, suicide prevention, family problems, financial problems, dating, education, etc.

Provides socially oriented technical assistance to community organizations.

Prepares reports, informative booklets, memoranda, and related correspondence.

Works irregular work schedules as required..

Reviews service plans and performs follow-up to determine quantity and quality of service provided to the client and status of the client's case.

Determines client's eligibility for financial assistance.

Provides assistance in obtaining services and information related to such concerns.

Responsible for processing client applications for financial assistance.

Performs other duties as required.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience substantially equivalent to graduation from an accredited college or university with a Master's degree in social work, human services, psychology, counseling, or a closely related field and four years' experience in a social services setting. Possession of an appropriate driver's license valid in the State of Maryland. Must have the appropriate Maryland State License in the field.

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COMMUNITY PROGRAM AND OUTREACH SPECIALIST II
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Preferred Knowledge, Skills and Abilities:

Knowledge of social and economic problems facing youths and families and the ways these problems affect both the families and individuals.

Knowledge of the principles and practices of adolescent psychology.

Knowledge of the principles of prevention, intervention, and treatment of substance abuse.

Knowledge of community organization techniques and individual and group dynamics.

Knowledge of the operation of a wide variety of government aid, welfare, health, and recreation resources and programs.

Skill to work effectively with representatives of other interested or affected agencies.

Multilingual skills may be required based on population served.

Ability to acquire and apply good working knowledge of relevant laws and practices.

Ability to present thoughts both verbally and in writing, to conduct interviews, and to prepare and maintain necessary records and reports.

Ability to provide extensive outreach and fundraising for communities and community programs using independent professional judgement.

Revised: 9/04

**CITY OF ROCKVILLE
GRAPHICS/PRINTING SUPERVISOR**

CHARACTERISTICS OF CLASS:

The Graphics Printing Supervisor performs difficult technical and intermediate administrative work supervising the work of the graphics, printing and copy center sections of the Public Information Office. The work requires a proactive approach to present information on specialized matters in print form. The position requires light physical work lifting and handling printing and photographic chemicals, and the working conditions are somewhat disagreeable from fumes, noise and the stress of meeting deadlines. The incumbent's work is contributory and subject to functional goals and policies under the managerial direction of the Deputy City Manager. The incumbent has supervisory responsibility for full-time and part-time staff.

EXPECTATIONS OF ALL CITY EMPLOYEES:

Learn and demonstrate an understanding of City, department, division and team goals.

Serve and meet the needs of customers during routine or emergency situations.

Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.

Ability to assess his/her work performance or the work performance of the team.

Plan and organize his/her work, time and resources, and if applicable that of subordinates.

Contribute to the development of others and/or the working unit or overall organization.

Produce desired work outcomes including quality, quantity and timeliness.

Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.

Understand and value differences in employees and value input from others.

Consistently report to work and work assignments prepared and on schedule.

Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

Directs, supervises and participates with staff in the preparation, design, layout and printing of City material such as publications, brochures, forms, maps, charts, graphs, visuals, t shirts, newsletters, etc.

Creates visually appealing publications that project and communicate a positive, professional image of the City of Rockville to its citizens.

Consults with City staff to advise on the best way to graphically present and print material.

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GRAPHICS/PRINTING SUPERVISOR
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Advises graphics specialists on choice of art work, color, paper, design and reproductive method of a variety of printed material.

Prepares and administers operating budget for the graphics, printing and copy center sections.

Uses creativity and discretion in producing quality material within the limits of the budget.

Installs computer hardware and software, upgrades and manufacturer-recommended software modifications.

Troubleshoots and resolves specialized computer system problems.

Schedules production time, prioritizing, delegating and coordinating the graphic, print shop and/or copy center/mail staff.

Writes specifications and selects vendors for outside work and reviews quality of work upon completion.

Selects and orders all supplies for print shop, dark room, art section, mail room and photocopy machines.

Creates or converts files/artwork to be used electronically on the internet.

Ensures quality control.

Ensures all tasks are performed in a safe and healthful manner.

Performs related duties as assigned.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience substantially equivalent to graduation from an accredited college or university with major course work in graphic arts, art design, printing, or related field, and five years of experience in the area of graphics, printing or art design, preferably in a supervisory capacity. Strong working knowledge of MacIntosh electronic publishing system is required.

Preferred Knowledge, Skills and Abilities:

Knowledge of the principles and practices of design and layout of graphic materials.

Knowledge of the operation, use and care of an offset press and related printing equipment.

Knowledge of electronic publishing system and software, word-processing, graphics, paint and draw programs and skill in their use.

Knowledge of inks, standard weights and grades of paper, their uses and characteristics in printing.

Knowledge of photography, photographic equipment, and the uses in a variety of situations.

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GRAPHICS/PRINTING SUPERVISOR
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Knowledge of mail practices, procedures, rates, regulations, and preparation.

Skill in good management and supervision.

Ability to work under pressure, especially the pressure of deadlines and competing priorities.

Ability to establish and maintain effective working relationships with City employees, vendors and others contacted in the course of work.

Ability to create or convert files/artwork to be placed electronically on the internet.

Revised: 9/04

CITY OF ROCKVILLE
HUMAN RIGHTS, MEDIATION ADMINISTRATOR/YOUTH COUNSELOR I

CHARACTERISTICS OF CLASS:

The Human Rights, Mediation Administrator/Youth Counselor I performs difficult professional and responsible administrative work in the processing and referral of matters related to human rights, community mediation, and adolescent issues. The work requires a proactive approach involving contacts with other City departments and outside contacts with citizens, volunteer mediators, the Human Rights Commission, and outside agencies on various matters requiring cooperation, explanation and persuasion. The physical demands of the position are limited and the work can be stressful. The work is subject to general policy direction and procedures and assists with the resolution of various types of conflicts with meaningful impact to the community served.

EXPECTATIONS OF ALL CITY EMPLOYEES:

Learn and demonstrate an understanding of City, department, division and team goals.

Serve and meet the needs of customers during routine or emergency situations.

Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.

Ability to assess his/her work performance or the work performance of the team.

Plan and organize his/her work, time and resources, and if applicable that of subordinates.

Contribute to the development of others and/or the working unit or overall organization.

Produce desired work outcomes including quality, quantity and timeliness.

Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.

Understand and value differences in employees and value input from others.

Consistently report to work and work assignments prepared and on schedule.

Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

Attends meetings, seminars and workshops and acts as City staff liaison for the Human Rights Commission.

Prepares reports and meeting agendas; drafts Commission correspondence, informs and advises Commission on current issues and events related to civil rights; plans, implements and promotes activities of the Commission; and creates and maintains literature on the Commission.

Plans and implements the Dr. Martin Luther King, Jr. Day Celebration and other special activities as necessary.

Coordinates and administers City of Rockville Community Mediation Program.

Coordinates training of City of Rockville employees, community members and Human Rights Commission in mediation skills and techniques.

Plans and implements Adversity Workshops.

Screens volunteers and conducts community mediation orientation.

CITY OF ROCKVILLE
HUMAN RIGHTS, MEDIATION ADMINISTRATOR/YOUTH COUNSELOR I
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- Receives and processes inquiries related to community disputes.
- Maintains records on all matters related to the community mediation process including logging and tracking all complaints and monitoring the progress.
- Makes referrals, maintains data, prepares reports and ensures appropriate service is obtained for conflicts beyond the scope of community mediation.
- Prepares statistical and narrative reports.
- Evaluates disputes and conducts on-site visits as necessary.
- Interviews disputants, arranges meetings and assigns mediators.
- Processes inquiries related to alleged employment discrimination, providing factual information and assistance with filing a complaint if necessary.
- Conciliates, investigates and makes determinations in housing and public accommodation complaints.
- Mediates and utilizes the other means of conflict resolution for community and landlord/tenant disputes.
- Serves as a member of the Neighborhood Resources Team.
- Responds to landlord or tenant complaints and conciliates complaints when necessary.
- Provides support to community crisis situations.
- Participates in peer meetings.
- Performs other duties as required.

REQUIREMENTS:

Minimum Training and Experience:

Any combination of training and experience substantially equivalent to graduation from an accredited college or university with a Bachelor's degree in social sciences, public administration, psychology, counseling or related field and three years experience in intake, assessment and referral of inquiries and conflict resolution or related duties. Master's Degree preferred. Possession of an appropriate driver's license valid in the State of Maryland. Must be certified by the Maryland Association of Community Mediation Center within one year of employment. Must be able to obtain the appropriate Maryland State License in the field to provide counseling services.

Preferred Knowledge, Skills and Abilities:

- Knowledge of City, State and Federal laws, ordinances and codes related to discrimination.
- Basic knowledge of conflict resolution and mediation principles, methods, techniques and practices.
- Basic knowledge of community organization techniques and individual and group dynamics.
- Knowledge of principals and practices of adolescent psychology.
- Skill in dealing effectively with people.
- Ability to compile and analyze information.

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HUMAN RIGHTS, MEDIATION ADMINISTRATOR/YOUTH COUNSELOR I
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Ability to secure the cooperation of others, exercising tact and maintaining confidentiality.

Ability to develop and maintain a good working relationship with other City departments, County, State and other outside agencies.

Ability to coordinate and administer programs and projects independently and meet reporting requirements in a timely manner.

Ability to develop, administer and conduct training on a variety of subjects including community mediation.

(Employees who have completed their initial probationary period and who have received the appropriate State of Maryland license to provide counseling and also, who have been certified by the Maryland Association of Community Mediation Center, will move to the Human Rights, Mediation Administrator/Youth Counselor II position in the pay period immediately following receipt of proof of licensing and mediation program completion by the Personnel Department.)

Revised: 9/04

CITY OF ROCKVILLE
HUMAN RIGHTS, MEDIATION ADMINISTRATOR/YOUTH COUNSELOR II

CHARACTERISTICS OF CLASS:

The Human Rights, Mediation Administrator/Youth Counselor I performs difficult professional and responsible administrative work in the processing and referral of matters related to human rights, community mediation, and adolescent issues. The work requires a proactive approach involving contacts with other City departments and outside contacts with citizens, volunteer mediators, the Human Rights Commission members, and outside agencies on various matters requiring cooperation, explanation and persuasion. The physical demands of the position are limited and the work can be stressful. The work is subject to general policy direction and procedures and assists with the resolution of various types of conflicts with meaningful impact to the community served.

EXPECTATIONS OF ALL CITY EMPLOYEES:

Learn and demonstrate an understanding of City, department, division and team goals.

Serve and meet the needs of customers during routine or emergency situations.

Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.

Ability to assess his/her work performance or the work performance of the team.

Plan and organize his/her work, time and resources, and if applicable that of subordinates.

Contribute to the development of others and/or the working unit or overall organization.

Produce desired work outcomes including quality, quantity and timeliness.

Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.

Understand and value differences in employees and value input from others.

Consistently report to work and work assignments prepared and on schedule.

Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

Attends meetings, seminars and workshops and acts as City staff liaison for the Human Rights Commission.

Prepares reports and meeting agendas; drafts Commission correspondence, informs and advises Commission on current issues and events related to civil rights; plans, implements and promotes activities of the Commission; and creates and maintains literature on the Commission.

Plans and implements the Dr. Martin Luther King, Jr. Day Celebration and other special activities as necessary.

Coordinates and administers City of Rockville Community Mediation Program.

Coordinates training of City of Rockville employees, community members and Human Rights Commission in mediation skills and techniques.

Plans and implements Adversity Workshops.

Screens volunteers and conducts community mediation orientation.

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HUMAN RIGHTS, MEDIATION ADMINISTRATOR/YOUTH COUNSELOR II

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Receives and processes inquiries related to community disputes.

Maintains records on all matters related to the community mediation process including logging and tracking all complaints and monitoring the progress.

Makes referrals, maintains data, prepares reports and ensures appropriate service is obtained for conflicts beyond the scope of community mediation.

Prepares statistical and narrative reports.

Evaluates disputes and conducts on-site visits as necessary.

Interviews disputants, arranges meetings and assigns mediators.

Processes inquiries related to alleged employment discrimination, providing factual information and assistance with filing a complaint if necessary.

Conciliates, investigates and makes determinations in housing and public accommodation complaints.

Mediates and utilizes the other means of conflict resolution for community and landlord/tenant disputes.

Serves as a member of the Neighborhood Resources Team.

Responds to landlord or tenant complaints and conciliates complaints when necessary.

Administers counseling to youth groups and maintains and administers a counseling caseload as necessary.

Provides support to community crisis situations.

Participates in peer meetings.

Performs other duties as required.

REQUIREMENTS:

Minimum Training and Experience:

Any combination of training and experience substantially equivalent to graduation from an accredited college or university with a Master's degree in social sciences, public administration, psychology, counseling or related field and three years' experience in intake, assessment and referral of inquiries and conflict resolution or related duties. Must be certified by the Maryland Association of Community Mediation Center. Possession of an appropriate driver's license valid in the State of Maryland. Must have the appropriate Maryland State License in the field to provide counseling services.

Preferred Knowledge, Skills and Abilities:

Knowledge of City, State and Federal laws, ordinances and codes related to discrimination.

Thorough knowledge of conflict resolution and mediation principles, methods, techniques and practices.

Thorough knowledge of community organization techniques and individual and group dynamics.

Knowledge of principals and practices of adolescent psychology.

Skill in dealing effectively with people.

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HUMAN RIGHTS, MEDIATION ADMINISTRATOR/YOUTH COUNSELOR II
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Ability to compile and analyze information.

Ability to secure the cooperation of others, exercising tact and maintaining confidentiality.

Ability to develop and maintain a good working relationship with other City departments, County, State and other outside agencies.

Ability to coordinate and administer programs and projects independently and meet reporting requirements in a timely manner.

Ability to develop, administer and conduct training on a variety of subjects including community mediation.

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CITY OF ROCKVILLE NEIGHBORHOOD RESOURCES COORDINATOR

CHARACTERISTICS OF CLASS:

The Neighborhood Resources Coordinator performs intermediate to difficult professional and intermediate administrative work acting as an ombudsperson and liaison between neighborhood groups and the City of Rockville. The work requires a proactive and occasionally influential approach developing strategies to enhance information flow and citizen participation while keeping all interested parties aware of current neighborhood projects and issues, and current planning and development initiatives. The work requires limited physical demands and the working conditions are usually good but occasionally there can be considerable mental effort and stress involved. The incumbent works under general managerial direction and contributes to meeting the needs of the City and its neighborhoods.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.

- Serve and meet the needs of customers during routine or emergency situations.

- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.

- Ability to assess his/her work performance or the work performance of the team.

- Plan and organize his/her work, time and resources, and if applicable that of subordinates.

- Contribute to the development of others and/or the working unit or overall organization.

- Produce desired work outcomes including quality, quantity and timeliness.

- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.

- Understand and value differences in employees and value input from others.

- Consistently report to work and work assignments prepared and on schedule.

Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

- Assists individuals and neighborhood groups with resolving issues involving the city government ensuring they understand and participate in the planning process and effectively use public processes to solve problems.

- Provides advice and information to communities including publishing and distributing informational items.

- Develops and maintains a Neighborhood Resources Center to augment neighborhood support.

- Acts as a facilitator and conflict mediator in a variety of situations.

- Works on neighborhood planning programs and involves the neighborhood in strategic plan development.

- Reviews various applications submitted for activities in assigned neighborhoods.

- Explains and interprets zoning regulations and procedures to citizens, applicants and other agencies and departments and provides assistance in compliance with the regulations.

- Assists with organizing new and reactivating old neighborhood associations.

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NEIGHBORHOOD RESOURCES COORDINATOR
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Develops training programs and trains citizens and City staff interested in neighborhood issues. Strives to develop self sufficiency in neighborhood organizations.

Attends neighborhood meetings and other special functions and coordinates timely presentations by other City staff.

Receives concerns from residents and coordinates responses with Service Request Coordinator.

Performs related duties as assigned.

QUALIFICATIONS:

Any combination of training and experience substantially equivalent to graduation from an accredited college or university with a Bachelor's degree in social sciences, public administration, public relations, political science, urban planning or related field supplemented by training in citizen participation, consensus building, public processes, conflict mediation and facilitation or related topics and three years of experience working in a position which demonstrates the successful use of the dynamics necessary for working with neighborhood or community organizations.

Preferred Knowledge, Skills and Abilities:

Knowledge of program management and policy development.

Knowledge of the development review process and urban planning principles.

Knowledge of the principles and practices of citizen participation.

Knowledge of strategic planning, including ability to design and lead a strategic planning process.

Excellent verbal and written communication and presentation skills.

Excellent organizational skills.

Ability to analyze the needs of the community and the organization and to develop programs to meet those needs.

Ability to resolve issues sometimes in difficult situations using own initiative.

Ability to remain calm and to mediate conflicts in stressful and highly emotional situations.

Ability to establish and maintain effective working relationships with the public, officials and employees.

Ability to function as a team leader and a team member.

Ability to design and teach training programs for adults.

Ability to use a computer.

Ability to maintain and organize workload to successfully complete multiple tasks.

Revised: 9/04

**CITY OF ROCKVILLE
PARKS MAINTENANCE SUPERVISOR**

CHARACTERISTICS OF CLASS:

The Parks Maintenance Supervisor performs difficult professional and administrative work in carrying out a major phase of the City parks, grounds, and facilities maintenance management operations. Performs a wide variety of administrative work connected with the supervision and implementation of a parks, grounds, facilities, sport facilities, athletic fields, and rights-of-way maintenance management program. Work involves responsibility for planning and supervising the work of subordinate coordinators, foremen, crews, and contractors engaged in a wide variety of maintenance management activities. An employee of this class is allowed considerable independence in initiating and reviewing work assignments and methods with work being under general review of the Superintendent of Parks and Facilities.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

- Participates as a member of the Parks Division management team in planning, decision making, and problem solving for all issues of the division.
- Plans and coordinates major projects. Reviews plans and specifications and determines scope and requirements.
- Meets with professional consultants to discuss projects.
- Inspects work of parks maintenance crews and contractors to ensure conformance with instructions and maintenance plans.
- Develops and implements park maintenance programs.
- Manages pesticide program for area.
- Schedules preventive maintenance program for area.
- Develops and implements a park and facility refuse collection program.

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PARKS MAINTENANCE SUPERVISOR
PAGE TWO

Supervises area park maintenance staff. Plans, schedules and assigns work.
Selects and trains staff, manages disciplinary action. Approves time cards and leave requests.
Mediates personnel problems.
Prepares and justifies an annual budget request for area assigned monitors and controls expenditure within approved budget.
Writes bid specifications.
Makes purchases. Reviews catalogs and meets with vendors to identify equipment, materials, and supplies needed. Monitors work of contractors. Approves payment.
Meets with citizens, civic associations, business groups, neighborhood groups, and other government officials to identify needs..
Provides leadership as acting superintendent during the absence of the superintendent on occasion,
Prepares, initiates, reviews and maintains records, keeps record of expenditures, and inventory of supplies and equipment. Reviews performance evaluations prepared by subordinate staff, incident reports, etc. Writes administrative reports, budget expenditure reports, work reports, monthly reports, and special reports as required. Maintains state required reports on pesticide application program.
Operates computer equipment or manual system to maintain records.
Reviews technical literature, meets with vendors, exchanges information with other government representatives and agencies, and attends conferences to identify new programs, methods and equipment which might be useful for park operational programs. Identifies and implements the maintenance requirements of numerous storm water management facilities and rights-of-way under the jurisdiction of the parks division to ensure compliance with State and City requirements.
Supervises specialized trades personnel and contractors for the delivery of services for City electrical, plumbing, and mechanical systems relating to parks maintenance and municipal facilities.
Works occasional evenings, weekends, and holidays. Considerable pressure to meet deadlines. On call to respond to emergency situations. Resolves complaints and disputes.
Performs related work as required.

QUALIFICATIONS:

Required Training and Experience

Any combination of training and experience substantially equivalent to a bachelor's degree in park administration/management or related field, and five years of administrative and operational experience in grounds keeping, building maintenance, or park maintenance which includes two years of supervisory experience in park operations or a related field. Possession of an appropriate driver's license valid in the State of Maryland. State pesticide certification desirable. County/State electrical/plumbing license desirable.

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PARKS MAINTENANCE SUPERVISOR
PAGE THREE

Preferred Knowledge, Skills and Abilities:

Thorough knowledge of park management, planning, design, analysis, operations, preventative maintenance, and corrective maintenance principles.

Considerable knowledge of the occupational, public, and private hazards and safety precautions applicable to varied parks, grounds facilities, rights-of-way, sport facilities, and athletic fields operation, maintenance, repair and construction activities and ability to take proper precautionary and remedial measures.

Considerable knowledge of the standard practices, materials, tools and equipment used in parks, grounds, facilities, sports facilities, rights-of-way, and athletic fields and general labor activities.

Working knowledge of practical parks, grounds, facility, sports facility, right-of-way, and athletic field design and of plans, specifications and working drawings involved in varied parks, grounds, facility, right-of-way, sports facility and athletic field activities.

Ability to plan, organize and effectively supervise the work of a large group of unskilled to skilled workers.

Ability to make decisions recognizing established precedents and practices and to use resourcefulness in meeting new problems.

Ability to establish and maintain effective working relationships with subordinates, other departments and employees, contractors, property owners, and the general public.

Ability to write comprehensive reports/forms and to manage a significant amount of resources, both monetary and physical, in an effective manner.

Revised: 9/04

CITY OF ROCKVILLE PLANNER III

CHARACTERISTICS OF CLASS:

The Planner III performs difficult professional planning work. The work requires a proactive and sometimes influential approach in the coordination of assigned program activities between and among other departments and agencies of local governments. The work requires limited physical demands and the working conditions are usually good but occasionally somewhat disagreeable due to considerable mental effort and stress involved in handling multiple projects and meeting deadlines. An employee in this class is expected to develop studies and recommendations concerning the comprehensive planning matters of one of the following areas: development review, long range planning or urban design. The work is performed with considerable latitude for initiative and is subject to functional policies and goals under the general managerial direction of the Chief of Planning. The position is contributory to the orderly growth and development of the City and of sub-areas within its boundaries

EXPECTATIONS OF ALL CITY EMPLOYEES:

Learn and demonstrate an understanding of City, department, division and team goals.
Serve and meet the needs of customers.
Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
Ability to assess his/her work performance or the work performance of the team.
Plan and organize his/her work, time and resources, and if applicable that of subordinates.
Contribute to the development of others and/or the working unit or overall organization.
Produce desired work outcomes including quality, quantity and timeliness.
Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
Understand and value differences in employees and value input from others.
Consistently report to work and work assignments prepared and on schedule.
Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

Plans, organizes and develops major planning programs including development review, long range, or urban design consistent with department objectives.

Performs population, housing, social and economic, urban design and other specialized studies of the City, and adjacent areas in support of assigned program responsibilities.

Directs field studies and surveys intended to collect original research data for City planning projects, and determines the statistical techniques to be used in compiling such studies.

Consults with local officials, as directed, concerning the compilation and interpretation of research data of assigned projects.

CITY OF ROCKVILLE
PLANNER III
PAGE TWO

Undertakes, analyzes, and makes proposals for revisions to existing City planning projects/programs, including the City's Master Plan and neighborhood plans.

Manages the master planning process, including public participation and technical recommendations for new master plans or revisions to existing plans, as directed.

Undertakes special studies of land use planning issues in the City and neighboring jurisdictions as directed by the Chief of Planning.

Conducts periodic review and essential research for the maintenance of various City plans and programs.

Prepares reports and makes recommendations on planning programs; makes presentations to government officials and agencies as required.

Coordinates the review of zoning and land use applications within the department, and among other departments and outside agencies.

Reviews and prepares written recommendations on all types of zoning and land use applications.

Explains and interprets zoning regulations and procedures to citizens, applicants and other agencies and departments; and provides assistance in compliance with the regulations.

Makes oral presentations before boards and commissions regarding staff analysis and recommendations on zoning and land use applications (after hours).

Attends meetings of civic associations and business groups to discuss current zoning and development, long range planning or urban design issues.

Provides support to the Mayor and Council and other boards and commissions on zoning and land use, long range planning or urban design issues as assigned.

Participates in development review activities of the department.

Designs and implements planning programs and studies intended to promote the orderly growth and development of the City and of sub-areas within its boundaries.

Identifies and analyzes problems, develops goals and objectives, and designs programs to meet departmental objectives.

Coordinates work with other planners.

Performs other duties as required.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience substantially equivalent to graduation from an accredited college or university with a Bachelor's degree in architecture, civil engineering, geography, long range planning, urban planning or related field; supplemented with a Master's degree in planning; and three (3) years progressively responsible experience in long range or neighborhood planning, development review, transportation planning, or urban design etc.; or a Bachelor's degree in a planning related field and four (4) years progressively responsible planning experience.

**CITY OF ROCKVILLE
PLANNER III
PAGE THREE**

Preferred Knowledge, Skills and Abilities:

Thorough knowledge of the principles, practices and techniques of urban planning, zoning and development, long range planning or urban design.

Thorough knowledge of the literature and sources of information available concerning planning matters, and of the techniques and the procedures useful to analyze and report on such subjects.

Considerable knowledge of zoning and land development controls, ordinances and regulations, and the methods and procedures by which they are enforced.

Considerable knowledge of the master planning process, including public participation, that results in new elements of the Master Plan.

Working knowledge of the general principles and practices of public administration, public finance, economics, environmental matters and others as applied to urban and regional planning.

Knowledge of computer applications to planning (word processing, spreadsheets and data bases, geographic information systems).

Ability to analyze and evaluate pertinent planning data, to develop unbiased, just and concise recommendations, and to execute plans once approved.

Ability to prepare specific plans for the development of private and municipal properties.

Ability to provide information to elected and appointed bodies and other interested parties, and to convey concise and accurate explanations concerning various planning policies, requirements and procedures.

Ability to make decisions and promote major planning programs recognizing established precedents and practices, and to use resourcefulness and tact in meeting new problems.

Ability to establish and maintain effective working relationships with other employees and to deal tactfully with other governmental agencies, developers, engineers and the public in the resolution of difficult and contentious matters.

Ability to read and understand construction and development plans.

Ability to prepare drafts, lettering, drawing and graphs.

Revised: 1/05

**CITY OF ROCKVILLE
PUBLIC WORKS ADMINISTRATOR**

CHARACTERISTICS OF CLASS:

The Public Works Administrator performs difficult technical, paraprofessional and intermediate administrative work in customer service, permit support, and program management in support of the central office of the Department of Public Works. The work requires contacts both inside and outside of the Department and City supplying, researching and seeking information on specialized matters to carry out programs, and occasional contacts with senior staff on matters requiring cooperation, explanation and persuasion regarding the enforcement of laws, ordinances, policies and procedures. The physical work is moderate, requiring lifting lightweight materials, and occasionally heavier materials. The job requires some mental effort and stress. The work itself is subject to general policy direction, practices and procedures under general managerial direction and supervisory review and has meaningful impact on specific projects and programs. The incumbent participates with others in program development and service delivery and serves as a leader of teams working on specific projects or programs. Supervises the Public Works City Hall administrative support staff.

EXPECTATIONS OF ALL CITY EMPLOYEES:

Learn and demonstrate an understanding of City, department, division and team goals.

Serve and meet the needs of customers during routine or emergency situations.

Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.

Ability to assess his/her work performance or the work performance of the team.

Plan and organize his/her work, time and resources, and if applicable that of subordinates.

Contribute to the development of others and/or the working unit or overall organization.

Produce desired work outcomes including quality, quantity and timeliness.

Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.

Understand and value differences in employees and value input from others.

Consistently report to work and work assignments prepared and on schedule.

Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

Manages budget accounts and authorizes expenditures. Prepares and manages the annual operating budget for the Administrative Division of the Department of Public Works.

Manages inventory and the purchase of office and engineering supplies for divisions based at City Hall.

Assists the Director of Public Works in the research, analysis, interpretation, implementation and enforcement of Public Works policies and procedures.

Prepares directives, memoranda and letters for the signature of the Director of Public Works, City Manager and others.

Responds to public inquiries and complaints and forwards these to the proper division or outside agency as appropriate. Manages distribution of correspondence to the various divisions and Public Works personnel.

Coordinates with other departments and divisions relative to the work. Gathers information as appropriate and as needed.

CITY OF ROCKVILLE
PUBLIC WORKS ADMINISTRATOR
PAGE TWO

Annually updates the City's street inventory and the State's Gas Tax Revenue Report.

Provides support to the public outreach efforts for individual projects.

Reviews and approves construction permits requested by public utility companies for minor projects such as driveway aprons and landscaping in the public rights-of-way.

Prepares bond valuations, fee permits and reviews engineering contracts to verify quantity and price computations.

Performs informational research in departmental files and those of other departments and agencies, including the Montgomery County Land Records Office. Interprets rights-of-way agreements.

Coordinates the administration of the Department's Strategic Plan, Performance Measures, Annual Budget, Customer Service programs and Mayor and Council Agenda process.

Coordinates the review process for Community Planning plans and permit applications to ensure Public Works commentary by appropriate personnel in a thorough and timely manner.

Manages the upkeep of departmental files, including those for engineering plans, plats, and subdivisions, construction and utility permits, contracts, engineering information ("street" and CIP files) and correspondence.

Acts as liaison to public utility companies such as PEPCO, Washington Gas, WSSC, and Bell Atlantic and to private mapping companies in concert with the Chief of Engineers.

Collects and processes time sheets and leave requests for divisions based at City Hall.

Manages other department functions at City Hall, including office organization and security.

Manages grant requests and supporting documentation.

Processes payments/paperwork for coordination with the Finance Department in accordance with approved programs and projects.

Conducts the initial review of incoming permit packages to ensure they are complete.

Supervises administrative support staff in City Hall. Coordinates all administrative workload within the Department.

Performs other duties as required.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience substantially equivalent to graduation from an accredited college or university with a BA Degree in Business Administration, Engineering Science or related field and five years of progressively responsible administrative management experience including at least two years with Program Management responsibility. Must possess an appropriate driver's license valid in the State of Maryland.

Preferred Knowledge, Skills and Abilities:

Knowledge of office management and accounting procedures for keeping accurate records.

Knowledge of the literature and sources of information available concerning a wide variety of municipal problems and of techniques and procedures useful to analyze and report on such problems.

Knowledge of construction standards and specifications and applicable regulations and codes for the City, State, and public utilities.

Skill in word processing and office management software including tracking/scheduling software, GIS, Access and Excel.

Ability to communicate clearly and concisely, both orally and in writing.

Ability to establish and maintain good working relationships with others.

Ability to complete correspondence when given technical details.

Ability to read and interpret construction plans, specifications, plats, deeds, and other documents.

Revised: 9/04

CITY OF ROCKVILLE
SENIOR CITIZEN RECREATION COORDINATOR

CHARACTERISTICS OF CLASS:

The Senior Citizen Recreation Coordinator performs difficult professional and intermediate administrative work coordinating, planning, and developing recreation activities primarily for senior citizen residents of the City of Rockville. The employee supervises two full-time and numerous part-time employees, prepares program evaluation data, and supervises the overall management of the Rockville Senior Center. The Senior Citizen Recreation Coordinator is supervised by the Superintendent of Recreation and is required to work as a team member with other senior citizen division staff and staff from other department divisions to ensure smooth coordination of services. The employee must exercise considerable independent judgment in carrying out assignments. Considerable evening and weekend work is required.

EXPECTATIONS OF ALL CITY EMPLOYEES:

Learn and demonstrate an understanding of City, department, division and team goals.

Serve and meet the needs of customers during routine or emergency situations.

Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.

Ability to assess his/her work performance or the work performance of the team.

Plan and organize his/her work, time and resources, and if applicable that of subordinates.

Contribute to the development of others and/or the working unit or overall organization.

Produce desired work outcomes including quality, quantity and timeliness.

Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.

Understand and value differences in employees and value input from others.

Consistently report to work and work assignments prepared and on schedule.

Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

Works with civic groups, senior citizen boards and clubs, Senior Center members, and community organizations in determining recreational service needs/desires, and implements programs which satisfy those needs in a cost effective manner.

Coordinates the gathering and analysis of information related to recreational needs/wishes of senior citizens and relates this data to budget preparation and evaluation.

Works with the Superintendent of Recreation to develop and implement new programs and systems for managing programs.

Works with senior citizen boards and individuals to determine the best utilization of the senior center and other City and community facilities.

Develops timely public service, promotional and informative compositions for the quarterly recreation brochure, city newsletter, and other media.

Supervises the full-time positions of Senior Center Supervisor and Senior

CITY OF ROCKVILLE
SENIOR CITIZEN RECREATION COORDINATOR
PAGE TWO

Citizen Fitness Specialist.

Evaluates the performance of these two professional employees and is responsible for overall management of their service responsibilities.

Recruits, selects, trains, and evaluates part-time and volunteer staff.

Gathers information pertaining to new developments in the field of recreation and senior citizen services and applies these methods and practices to professional guidance and training for subordinate employees, volunteers, etc.

Performs related duties as required.

Ensures that community and citizen input is solicited in reference to program evaluation and changes, employing formal and informal surveys, meetings, and personal contact.

Submits to accountant, expenditure and revenue information.

Administers operating revenue and non-revenue supported programming within budgetary guidelines as developed by staff and the Mayor and Council of Rockville.

Maintains extensive records related to program registration, participation.

Develops and implements safety and risk management policies and strategies which will maximize participant safety and minimize the City's potential liability.

Inspects regularly and carefully all program operations to ensure proper supervision of staff and participants.

Inspects all programs and facilities for coordination with the building maintenance division to ensure that these facilities are maintained in a proper and safe manner.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience substantially equivalent to graduation from an accredited college or university with major course work in geriatric recreation, physical education, or an appropriate, related field, plus five years of progressively responsible experience in recreation administration.

Preferred Knowledge, Skills and Abilities:

Considerable knowledge of the appreciation for the objectives and principles of a planned and diversified recreation program appealing to senior citizens.

Considerable knowledge of the organization, development and operation of a diversified recreation program.

Ability to administer such program within general policy guidelines and budgetary limitations.

Ability to make decisions, recognizing established precedents practices, and to use resourcefulness in meeting new situations.

Ability to establish and maintain effective working relationships with persons and groups interested in recreation, associates and other employees and departments, and the general public.

Ability to stimulate staff to maintain a high level of quality and creativity in their daily work.

Revised: 9/04

CITY OF ROCKVILLE
SUPPORT SERVICES COORDINATOR

CHARACTERISTICS OF CLASS:

The Support Services Coordinator performs difficult technical work involved in the coordination and supervision of the telecommunications and the property and evidence sections of the Police Department. The work requires a proactive approach in dealing with the public involving the enforcement of laws. The physical demands are light with good working conditions. The work is subject to functional policies and goals under the direction of the Support Services Manager. Working with others, the incumbent is responsible for program development, service delivery and supervision of subordinate staff. Evening, weekend and holiday work is required to ensure proper evaluation of subordinates and to ensure continuity and timely operations.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers during routine or emergency situations.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

- Manages and supervises the police communications function.
- Serves as property manager providing legal and secure storage of evidence and found property.
- Serves as records retention and freedom of information coordinator for the department.
- Identifies the training and education needs required by subordinates to enhance their capacity to achieve their goals and objectives and to continue professional growth.
- Assumes some duties of the Support Services Manager in his/her absence.
- Participates in Police staff discussions as required.
- Advises and informs the Support Services Manager of significant trends and activities in his/her areas of responsibility, submitting written reports or studies as required.
- Supervises assigned employees to ensure performance and understanding of Department/Division goals and objectives, performing the work of subordinates as required to ensure continuity and timely operations.

CITY OF ROCKVILLE
SUPPORT SERVICES COORDINATOR
PAGE TWO

Supervises and performs special studies as required to ensure effective Department performance.

Maintains close working relations with other agencies to ensure cooperation on items of mutual interest.

Assists the Accreditation Manager in preparing proofs of compliance.

Maintains warrants and ensures they are entered and validated in a timely fashion.

Performs other related duties as assigned.

REQUIREMENTS:

Minimum Training and Experience:

Any combination of training and experience substantially equivalent to a minimum of an Associate of Arts degree in the field of Administration of Justice, Government or a related field and five years experience in law enforcement with a demonstrated knowledge in radio communications and records and property management. A Bachelor's Degree in the field of Administration of Justice, Government or related field maybe substituted for up to two years of the experience. Must have no criminal record, and be able to pass a thorough background investigation. Possession of an appropriate driver's license valid in the State of Maryland. Must have or be able to obtain NCIC (National Crime Information Center) certification within 90 days of employment.

Preferred Knowledge, Skills and Abilities:

Knowledge of the principles and practices of Police Radio Communications, the care/custody and dissemination/disposition of Police records, property and evidence.

Knowledge of those Federal, State and City laws that apply to the functions of the Support Services Division.

Knowledge of the organizations, functions, powers, policies and procedures of the City Police Department.

Ability to effectively manage time between supervisory and operational needs of each section's function, and the requirements of other Divisions.

Ability to train, direct and control employees to maintain high performance.

Ability to analyze situations objectively and make sound decisions.

Ability to express thoughts clearly and concisely both orally and in writing.

Ability to maintain good working relationships with department employees, other public agencies and the general public.